



Cook Shire
COUNCIL

2025–2030 CUSTOMER SERVICE STANDARDS

WATER & WASTEWATER



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2. Purpose of a customer service standard

The purpose of this Customer Service Standard is to inform ratepayers and customers of the level of service they can expect from the Water and Sewerage reticulation systems in the Cook Shire Council water and sewer area. Cook Shire Council is required under the Water Supply (Safety and Reliability) Act 2008, to develop customer service standards. A Customer Service Standard is intended to protect customers who do not have contracts with the provider, by ensuring they are adequately informed as to the service they are receiving, the level of service they can expect to experience, and how they interact with the provider.

The Customer Service Standard is a number of agreed Key Performance Indicators (KPI's) for the supply of water and sewerage services. The Customer Service Standard will address a number of issues as shown below.

Cook Shire Council has developed a customer service standard to address:

- Day to day continuity of water supply.
- Adequacy and quality of the water in the supply system.
- Day to day continuity of sewerage waste through the reticulated system.
- Compliance with licence conditions for sewage treatment.
- Councils expectations of our Customers including access to water meters
- The level of Customer service expected for the delivery of water and wastewater.
- Levels of service to be provided to our customer based on performance indicators (KPI's) and
- Process for establishing new services, billing, metering, customer consultation, lodging complaints and dispute resolution.

3. Day-to-day continuity of your water supply

Council aims to provide continuous and reliable water supply to all our customers. At times, we may need to interrupt your water supply service to undertake planned maintenance and repair work. In these instances, we aim to provide you with at least 24 hours' notice for Residential and 48 hours' notice for Businesses prior to the event.

The water supply system may also be interrupted by acts outside of our control. For unplanned events, we are unable to provide any notice. If your service is affected, we aim to restore your connection as quickly and effectively as possible.

4. Adequacy and quality of normal water supply

Under normal circumstances, we will be endeavouring to deliver high quality water that will be safe to drink, be aesthetically pleasing and not cause staining of washing or household fixtures.

Water consumers are asked to treat water as the precious resource. Water consumers can assist in conserving water by promptly repairing leaks in their pipes and plumbing fixtures, reporting leaks in Council's water or sewerage mains to Customer Service and using common sense garden watering habits and general "Water Wise" water conservation techniques.

5. Effective transportation of sewerage waste effluent

Cooktown, Coen and Laura have reticulated sewerage schemes that transport sewage from the properties (in most cases) to a treatment plant where it is treated to a standard that is suitable for discharge without causing damage to the environment. If you notice any overflows from manholes or pump stations, residents are asked to report them promptly to the Council.

Connection of stormwater runoff from roofs and or yards, to the sewerage reticulation, is illegal. It decreases the effectiveness of treatment and increases costs. House and business owners / tenants are asked to ensure that none of these illegal connections occur on their properties.

Certain chemicals can cause problems with the treatment processes and cause environmental harm. Residents are requested to be aware of these substances and not dispose of them down the sewerage system. Discharges to sewer must meet Council's conditions in the Trade Waste Environmental Management Plan available on the Cook Shire Council website.

6. Mission

To deliver quality and reliable water, and wastewater services that meet the needs of our community whilst remaining compliant with statutory requirements and minimising environmental impacts.

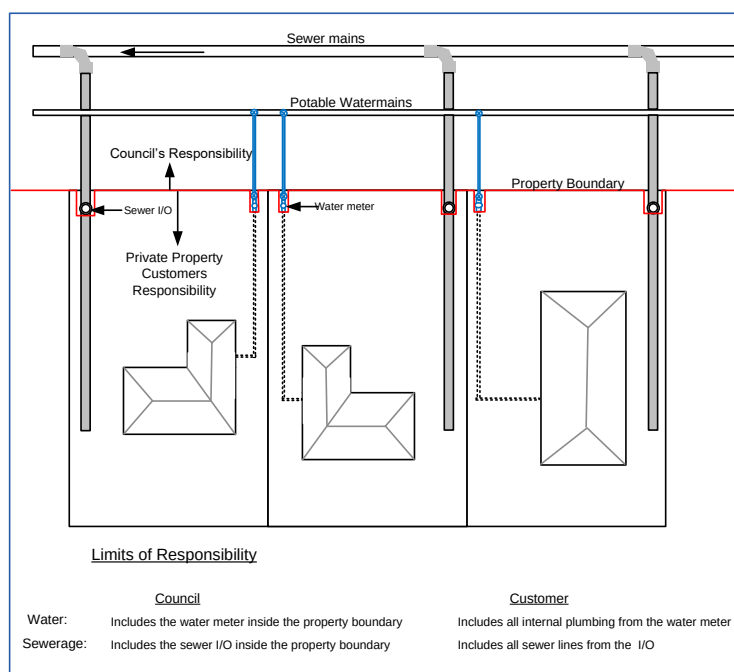
7. Expectations and responsibilities of our customers

Council's expectations of our customers include:

- Paying for Water supply and Waste Water services in accordance with Cook Shire Council's Revenue Statement
- Applying for and receiving approval before connecting to Council's Water and Wastewater systems
- Using water in a 'Waterwise' manner i.e. watering times etc.
- Maintaining internal property pipes and fittings (Water and Wastewater) in accordance with obligations under Part 3 Section 70 (1) of the Plumbing and Drainage Act 2018.
- Engaging a licensed plumber to do work internally to your property;
- Not building over water and sewer mains
- Selecting garden vegetation that will not damage water and sewerage infrastructure
- Ensuring sewer manholes are not covered or obstructed by soil, mulch, retaining walls, vehicles or anything else that would inhibit access by Council
- Ensuring access to manholes on their property is available at all times. If a manhole is obstructed and Cook Shire Council officers need to gain access, any obstructions will be removed and the owner notified. Where possible consultation with the owner will occur to plan the works
- Notifying Council of any faults that you have encountered so that we can rectify problems as soon as possible
- Preventing the discharge of stormwater into the wastewater network
- Taking care not to discharge prohibited substances into sewers
- Applying to Council for a Trade Waste permit (industrial and commercial customers) to discharge Trade Waste to sewers.
- Keeping area around water meters clear.

8. Limits of responsibility for Council and customers

Figure 1 Internal Plumbing Responsibility



9. Water and wastewater connections

9.1 NEW WATER SERVICE

If customers wish to apply for a water connection within the serviced area, they will need to submit application forms together with appropriate fees to Cook Shire Council. The Application forms are available from Cook Shire Council customer centres, or by calling 07 4082 0500 or from the website.

The water application form is available from the Council website.

Drinking water is available through regulated schemes in Cooktown, Lakeland, Laura and Coen. A Standard 20/25/32 mm water service will be installed at the scheduled rates in the Council's Fees and Charges providing that;

- The property is within the defined "Water Area"
- The water main is no more than 5m from the Residential / Commercial property boundary

Customers wishing to apply for a water connection that are more than 5m from a water main or whose property is located outside the defined water area can fill in an application form and quote will be provided if connection is possible or practical. If a customer requires a meter larger than 32mm meter, they to fill in the water application form and a quote will be provided to them.

Customers wishing to apply for a new sewerage connection within the serviced area, will need to submit the appropriate application form together with appropriate fees, to Cook Shire Council. The Application forms are available from Council's Customer Service or by calling 07 4082 0500 or from the Council Website. Most properties in the sewered area have an existing connection point. If unsure, contact Cook Shire Council's Customer Service. Connection to the connection point is done by a private plumber at the owners expense.

9.2 MINIMUM WATER PRESSURE

Minimum water pressure supplied to the customer will endeavour to meet the minimum guidelines set in the FNQROC Development Manual for Water Reticulation (22 metres head, 220 kPa). More information is available from the FNQROC Website.

9.3 ACCESSING AND READING WATER METERS

A water meter will be installed as part of a new water service connection and will remain the property of Cook Shire Council. The meter will be used as the basis of any consumption component of water charges. Cook Shire Council will maintain water meters within industry standard's limits of accuracy (ie $\pm 4\%$) taken from AS 3565.4-2007.

Where a customer has reason to doubt either the accuracy or reliability of their water meter, Cook Shire Council will offer to test the meter for the fee prescribed in Council's fees and charges. If the meter is found to be defective, by greater than 5%, and results in overcharging, the overcharged amount will be refunded as will the fee charged for the meter test.

Council relies on access to your water meter to ensure accurate and timely reading and ensure correct billing. You can help by making sure your meter is:

- Not covered in palm fronds or grass clippings
- Not covered in concrete or dirt and
- Not covered by overgrown gardens

Animals, particularly dogs are also an issue at meter reading time. If your meter is not accessible, you will be contacted by Council.

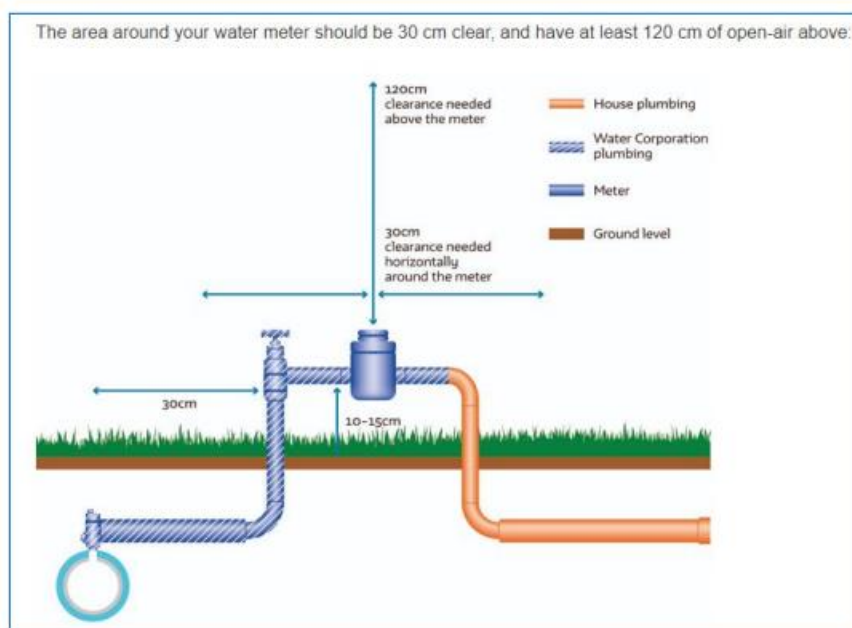
Access to your water meter is also important to allow repair or replacement work. The meter should have at least 30 cm horizontal clearance, 10 – 15 cm clearance underneath and 120 cm clearance need above the meter.

Meters are replaced when they are:

- Not registering water usage
- Unreadable
- Damaged or blocked
- Nearing the end of their useful life.

If you think your meter is damaged, please call Cook Shire Council on 4082 0500 and our reticulation staff will inspect the meter.

Figure 2: Clearance around water meter



Each property owner is responsible for the water consumed through the water meter/s on their property. This is regardless of whether the property is vacant land with a meter, has a dwelling that is rarely occupied, is a rental property or is the primary place of residence.

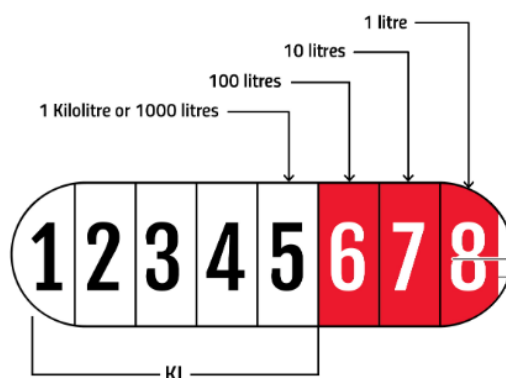
The only way to ensure there is no leaks on your property is to regularly check read your water meter and check for leaks.

A simple way to see if you have any leaks is to turn off all your taps, hoses and other outlets such as washing machines and check is the meter is turning.

Watch the dial on the far right of the meter to see if there is any movement (1 litre dial below). You may have to watch the meter for 20 seconds or more to detect a slow leak. If the meter is moving and no water is being used in the house, this indicates a small leak.

The basic unit of volume for measuring water is the Kilolitre, which is abbreviated to kL. Your water meter has a number of wheels that indicate how much water has been used. Numbers in black on white back ground indicate kilolitres used and numbers on the red background indicate litres used. Water meters are read twice a year in December and June.

Figure 3: How to read your water meter



9.4 MOVING AN EXISTING SERVICES

Changes to your water service location can be requested in writing by the customer. Operations staff will inspect the site and proposed alterations and, if changes are possible, will provide a quote for alteration works to the customer. Tick the Water Meter Relocation fee on the Water Application form available from the Council website.

9.5 DAMAGED WATER METER

If a water meter is damaged, the customer must notify Council immediately. The meter remains the property of Council, however the property owner is responsible for notifying Council of any damage or leaks on the meter. Replacement charges can be incurred for wilful damage of a meter. Charges are outlined in the Council Fees and Charges on the website.

9.6 FAULTY WATER METER

Where a water meter has been determined by Cook Shire Officers to be faulty, for whatever reason, the meter will be replaced with the same size as the existing meter, at no cost to the Customer.

9.7 TESTING A WATER METER

Any customer dissatisfied with the reading indicated by the water meter attached to their water service may request for the meter to be tested by contacting Council Customer Service. The fee for testing water meters will be in accordance with the Council Fees and Charges.

- Testing takes place over a period of seven days
- Results are compiled and will be available for the property owner after the test.

A meter is deemed to be accurate if the reading is within 5% (+ or -) of the actual quantity of water passing through it. If the test determines that the meter is inaccurate, the testing fee is refunded and the water meter is replaced at no cost. If the test determines that the meter is accurate, the testing fee is not refunded.

If any Council supplied water meter is found to be inaccurate and over reading by 5%, Council will adjust the water consumption charges in accordance with the Revenue Statement. The Revenue Statement can be found on Council's website or from Customer Service at 10 Furneaux Street, Cooktown.

9.8 THEFT OF WATER OR THEFT OF WATER METER AND ILLEGAL CONNECTIONS

Water meters, water mains, water hydrants belong to Council. It is illegal to:

- Have an unauthorized connection into the Council water system
- Use an unmetered water supply without Council approval
- Use a fire service for anything other than testing, a fire drill or fighting fire (See Council's Metering Fire Service Policy)
- Remove or tamper with a meter
- Steal a meter

Theft of water is considered theft and will be referred to the Queensland Police.

9.9 DISCONNECTION OF AN EXISTING WATER SERVICE

If a customer no longer requires a water supply they may apply to Council for disconnection. They will need to submit a completed water meter disconnection form together with the appropriate fees, determined from Council's Fees and Charges, to Cook Shire Council. Tick the Meter Disconnection box on the Water Application Form.

9.10 WATER METER DOWNSIZING

Residential customers can apply to Council to have their water meter downsized to a lower size, they will need to submit a completed Water Application Form and pay the associated fees and charges.

9.11 RECONNECTION OF WATER SERVICE

If customers wish to reconnect water or sewerage services, customers will need to fill in the Water Application form and pay the associated fees and charges.

9.12 WATER STAND PIPE SALES

Cook Shire provides a water point on Hope Street for the sale of water. Water is purchased using a credit card or an account card. There is a 25mm service and an 80mm service.

Businesses can apply for an account card for the water point on Hope Street and will be billed by Council for the water used.

Council cannot deliver water via tanker. If you need water delivered, there are private water tanker contractors that you will need to contact directly.

All water sold from the Water point is charged by the kilolitre at the prescribed rate in Council's Fees and Charges.

9.13 CONNECTION AND DISCONNECTION OF WASTEWATER SERVICES

If a customer wants to connect to the sewage system and has a connection already on the property, they need to fill in the sewer connection form. There is no connection fee. The connection to the existing Council system will need to be done by a licenced plumber.

If the customer want to connect to the Council sewer and no connection point exists, they need to fill in the sewer connection form at and Council will provide a quote for the installation of the connection.

If a customer no longer requires a Wastewater connection they may apply in writing to Council for disconnection. There is no fee. Emails can be sent to mail@cook.qld.gov.au

9.14 DAMAGE TO INFRASTRUCTURE

Section 192 of the Water Supply Safety and Reliability Act 2008 lists the following:

- (1) A person must not, without the written consent of a service provider, interfere with a service provider's infrastructure.
- (2) A person must not, without the written consent of a service provider, build over, interfere with access to, increase or reduce the cover over, or change the surface of land in a way causing ponding of water over an access chamber for a service provider's infrastructure.
- (3) However, despite subsections (1) and (2), a person does not require the written consent of the service provider if the person carries out building work for a building or structure on a lot that contains, or is adjacent to a lot that contains, a sewer or water main of the service provider.

10. Water restrictions

Cook Shire encourages water conservation measures.

In certain instances, additional water supply restrictions may need to be imposed by Council. These circumstances may include:

- Possible supply limitations;
- Natural Disasters including floods, cyclones and droughts;
- To ensure continuity of supply where there are problems with system capacity and asset performance;
- To ensure continuity of supply if raw water supplies are getting low.

Information on water restrictions are available on the Council website.

11. Rates, fee and charges

Rates, fees and charges are set annually by Council resolution. There are two types of water charges. One is an access charge. This charge is for the maintenance of the water system and is included in the rates every 6 months. Service access charges are calculated per water meter size and information is available on the Council website in the annual Revenue Statement. Access charges are levied in two equal half yearly amounts. Vacant Service Charges apply to all vacant properties as well as all properties that do not have planning approval for either residential or commercial use within the Cooktown Water Area.

The second charge is for the water consumed on the property. All water used on is charged out at a \$/KL. There is no free water allocation and no excess water charges. The \$/KL is a flat rate and does not increase with increased water usage.

Water meters are read every 6 months and invoiced with 6 monthly rate notices.

Sewerage charges shall be made for the cost of supplying a service for the removal of sewage, for the respective financial year. Council operates a rating regime based on a unit allocation scheme on the basis of the number of units ascribed to the particular occupation of each property in accordance with the schedule for sewerage areas of Cooktown, Coen and Laura. More information is available in the Revenue Statement which is available on the Council website.

11.1 ASSISTANCE WITH PAYING ACCOUNTS.

Council has a range of payment options and can negotiate special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from Council's Customer Service or by calling phone 07 4082 0500.

11.2 FLOW RESTRICTIONS ON DOMESTIC WATER SUPPLIES

Under the Water Supply (Safety and Reliability) Act 2008 Council has the power to restrict water supply to premises in particular circumstances. These circumstances include non-payment of rates or the owner/occupier has contravened a service provider water restriction and the owner or occupier has been given a notice not to continue to contravene the restriction or to pay the rate or charge but has not done so.

The service provider may reduce the water supply to the premises to the minimum level necessary for the health and sanitation purposes of the owner or occupier. However, the service provider cannot completely shut off the water supply to the premises.

11.3 SPECIAL METER READS

When customers sell their home or there is a change of tenancy, customers can request a special water meter reading to determine the amount of water used. Customers will be charged a fee to cover the cost of this service.

Further details of Water and Sewerage Fees & Charges are available from Council's Annual Budget posted on Council's Website or by contacting Cook Shire Council on 07 4082 0500.

11.4 AVERAGING OF WATER CONSUMPTION

In certain circumstances, Cook Shire Council may need to estimate customer water consumption charges. Such estimation will be based on either past usage records or use by similar customers under similar circumstances.

This estimate may be necessary where:

- A water meter is shown by test to be recording inaccurately;
- A water meter ceases to register;
- A water meter is damaged and unable to be read;
- A water meter is dysfunctional due to maintenance reasons and deemed to be recording inaccurately;
- Access to the water meter is prevented; or
- An illegal connection has been made and/or meter has been tampered with.

Where the meter is located within the customers property, it will be the customer's responsibility to ensure their water meter is accessible to meter readers (i.e. not overgrown with vegetation or otherwise inaccessible). Where averaging of water consumption has been estimated for at least 2 consecutive billing periods immediately prior to current read attempt, access needs to be arranged to avoid meter relocation at cost to property owners and / or further penalty.

12. Customer assistance

12.1 ODOUR COMPLAINTS

Cook Shire Council officers will attend the site of the odour complaint, investigate possible causes and notify the customer of any findings of the investigation. This may include notifying other council departments for further remediation or investigation.

12.2 SEWER MAIN INFRASTRUCTURE WITHIN A BODY CORPORATE

Where a sewer main passes through a gated community to service properties beyond the boundary of the community, Cook Shire Council will maintain the trunk infrastructure within the body corporate area. Where the trunk infrastructure enters the body corporate gated community to service only the gated community, the infrastructure will be maintained by the body corporate.

12.3 PRIVATE SEWER PUMP STATIONS

On private property, the private pump station and associated maintenance is the responsibility of the body corporate or owner. In instances of an overflow, not addressed by the owner, Cook Shire Council will notify the Regulator as a duty of care. If Cook Shire Council officers are called to site by a customer within the body corporate and they attend site, they will assist the customer to ensure the site is safe and notify them of the issues found during the investigation to notify the body corporate for repair and action. Recovery of cost is at the discretion of Cook Shire Council.

12.4 WATER MAIN BREAK CAUSING PROPERTY INUNDATION

Any damage caused by a water main break should be documented by the owner/occupier and directly consult their insurance company who will then liaise with Council's insurance company. Cook Shire will assist with clean-up to a point where the area is no longer a safety risk. If the premises are uninhabitable and residents do not have alternative accommodation, Cook Shire may assist with accommodation for 24hrs.

12.5 WATER QUALITY COMPLAINT

Cook Shire Council logs water quality complaints in the Customer Request Management System (CRM). These complaints are provided to the appropriate operational staff members for actioning. This may include flushing of water mains or assistance with a more detailed investigation of the customer's internal plumbing. If an internal plumbing fault is found to be the cause of the problem Cook Shire will not rectify the fault. It is the customer's responsibility to contact their preferred plumber for the repairs

12.6 LEAKAGE ON COMMERCIAL PROPERTY

When a commercial property makes a complaint regarding potential water leaks, Cook Shire Council will, in the first instance, conduct a water meter check. If this does not identify an issue or highlights the water meter is in need of replacement, Cook Shire may replace the water meter. Any leak repair required on the private property will be the responsibility of the property owner.

12.7 CUSTOMER DRIVEWAY REINSTATEMENT

Where works conducted by Cook Shire Council damage a private driveway, in full or partly, over Council's verge, repair or replacement of the driveway will be undertaken by Cook Shire where possible. Often due to supplier/product changes, direct matches to existing driveways may not be able to be provided and a suitable alternative will be negotiated.

12.8 VERGE REINSTATEMENT AFTER WORKS

Where works conducted by Cook Shire Council damage an area over council's verge, Council will reinstate the area to a safe standard. This will allow grass to naturally grow over the area, and will be to a standard where the grass can later be mown. Cook Shire will return to site after some time to ensure any natural settling is rectified.

12.9 CUSTOMER CONSULTATION

Cook Shire Council will inform customers on any matters relating to water supply and wastewater. Customer communication may include distribution of published brochures, local media, local radio, newspapers, Facebook or other social media.

12.10 ENTRY TO PRIVATE PROPERTY

In certain circumstances, representatives of Cook Shire Council may need to enter a customer's property to carry out investigations or work on the water supply and sewerage transportation systems. To limit any inconvenience, Cook Shire will attempt to carry out this work during business hours or at other times convenient to commercial customers, except in emergencies.

For planned work within a property, Cook Shire Council will provide commercial customers with a minimum of 48 hours advance notice and residential customers, 24 hours. In an emergency, Cook Shire Council will inform

the occupier, if present, of the repairs to be undertaken and the anticipated duration of the work. Council will also endeavour to inform customers when the work is complete.

Entry to private property will be in accordance with delegations against;

- Local Government Act 2009
- Water supply (Safety and Reliability) Act 2008

All representatives of Cook Shire Council will be readily identifiable from wearing the Cook Shire Council logo on their clothing and their Photo I.D badge, again with Council's logo on it.

12.11 COMPLAINTS AND DISPUTE RESOLUTION

Customers can make a complaint regarding the service provided by Cook Shire Council by

- emailing us at mail@cook.qld.gov.au
- by phoning 07 4082 0500
- or writing to PO Box 3, Cooktown, Qld, 4895
- visiting our Customer Service Centre at 10 Furneaux St, Cooktown, 4895.

Complaints registered with council in compliance with council's Complaints Policy will be investigated. If the internal review and investigation process does not result in a resolution to the satisfaction of the customer, they may refer a complaint to the Queensland Ombudsman.

12.12 EMERGENCY ASSISTANCE

Cook Shire Council maintains a 24-hour contact service for emergency events related to service systems such as a burst water main or sewage overflows. Contact Council 24 hours a day on (07) 4082 0500.

13. Other services

13.1 DIALYSIS

If you are registered with Cook Shire Council as having a life-support machine requiring water, such as home dialysis, we will endeavour to advise of planned interruptions and emergency situations. In addition to this, Cook Shire Council will try to plan any maintenance work on any infrastructure that affects your property on days when dialysis is not required.

13.2 ACCEPTANCE OF WASTE FROM SEPTIC TANK SYSTEMS

Properties with on-site sewage disposal systems (eg, septic tanks) will need to arrange for pump outs on a periodic basis. Customers should contact private operators directly to arrange for pump-out of their system. Disposal fees are as the prescribed rate in Council's Fees and Charges.

14. Customer service key performance targets

Cook Shire Council provides water and wastewater services 24 hours a day, 7 days a week within the towns and communities that are serviced with reticulated water and/or sewerage. However, under certain circumstances, such as those described below, Council may need to interrupt or limit these services:

- If Council needs to inspect, maintain, repair or replace any part of the system infrastructure;
- When new mains are being connected to the system;
- When there are periods of declared water supply restrictions; and

- If there is a possibility of a significant health risk arising from the continuance of the service.

Cook Shire Council will provide 48 hours' notice for commercial, and 24 hours' notice for residents, of water interruptions, however Cook Shire Council may immediately stop the supply without notice if there is a serious risk to public health, a likelihood of serious injury to persons or damage to infrastructure or another emergency as detailed in the *Water Supply (Safety and Reliability) Act 2008*.

Council will make every reasonable effort to limit disruption to services caused by operations and maintenance activities. However, it is not possible to provide notice of service disruption caused by unplanned events. Where we are unable to provide prior notice we will complete all work as quickly and efficiently as possible to minimise disruption to the daily activities of our customers.

14.1 CUSTOMER SERVICE KEY PERFORMANCE INDICATORS FOR ANNUAL REPORTING

The following performance indicators reflect the level of service we endeavour to provide to our customers for Water and Wastewater services. Please refer to the definitions in section 14.2 below.

Scheme: Cooktown

QG 4.5	TOTAL WATER MAIN BREAKS (PER 100KM WATER MAIN)	30
QG 4.6	TOTAL SEWERAGE MAINS BREAKS AND CHOKES (PER 100KM SEWER MAIN)	10
QG 4.7	AVERAGE FREQUENCY OF UNPLANNED INTERRUPTIONS (WATER - PER 1000 PROPERTIES)	70
QG 4.8	AVERAGE RESPONSE TIME FOR WATER INCIDENTS (BURST & LEAKS PER 1000 PROPERTIES)	95% <1HR
QG 4.9	AVERAGE RESPONSE TIME FOR SEWERAGE INCIDENTS (INCLUDING MAIN BREAKS AND CHOKES PER 1000 PROPERTIES)	95% <1HR
QG 4.10	WATER QUALITY COMPLAINTS (PER 1000 PROPERTIES)	5
QG 4.11	TOTAL WATER AND SEWERAGE COMPLAINTS (PER 1000 PROPERTIES)	5

Scheme: Lakeland

QG 4.5	TOTAL WATER MAIN BREAKS (PER 100KM WATER MAIN)	30
QG 4.7	AVERAGE FREQUENCY OF UNPLANNED INTERRUPTIONS (WATER - PER 1000 PROPERTIES)	70
QG 4.8	AVERAGE RESPONSE TIME FOR WATER INCIDENTS (BURST & LEAKS PER 1000 PROPERTIES)	95% <1HR
QG 4.9	AVERAGE RESPONSE TIME FOR SEWERAGE INCIDENTS (INCLUDING MAIN BREAKS AND CHOKES PER 1000 PROPERTIES)	95% <1HR
QG 4.10	WATER QUALITY COMPLAINTS (PER 1000 PROPERTIES)	25
QG 4.11	TOTAL WATER AND SEWERAGE COMPLAINTS (PER 1000 PROPERTIES)	50

Scheme: Laura

QG 4.5	TOTAL WATER MAIN BREAKS (PER 100KM WATER MAIN)	60
QG 4.6	TOTAL SEWERAGE MAINS BREAKS AND CHOKES (PER 100KM SEWAGE MAIN)	55
QG 4.7	AVERAGE FREQUENCY OF UNPLANNED INTERRUPTIONS (WATER - PER 1000 PROPERTIES)	70
QG 4.8	AVERAGE RESPONSE TIME FOR WATER INCIDENTS (BURST & LEAKS PER 1000 PROPERTIES)	95% <1HR

QG 4.9	AVERAGE RESPONSE TIME FOR SEWERAGE INCIDENTS (INCLUDING MAIN BREAKS AND CHOKES PER 1000 PROPERTIES)	95% <1HR
QG 4.10	WATER QUALITY COMPLAINTS (PER 1000 PROPERTIES)	25
QG 4.11	TOTAL WATER AND SEWERAGE COMPLAINTS (PER 1000 PROPERTIES)	120

Scheme: Coen

<u>QG 4.5</u>	<u>TOTAL WATER MAIN BREAKS (PER 100KM WATER MAIN)</u>	<u>30</u>
<u>QG 4.6</u>	<u>TOTAL SEWERAGE MAINS BREAKS AND CHOKES (PER 100KM SEWAGE MAIN)</u>	<u>40</u>
<u>QG 4.7</u>	<u>AVERAGE FREQUENCY OF UNPLANNED INTERRUPTIONS (WATER - PER 1000 PROPERTIES)</u>	<u>100</u>
<u>QG 4.8</u>	<u>AVERAGE RESPONSE TIME FOR WATER INCIDENTS (BURST & LEAKS PER 1000 PROPERTIES)</u>	<u>95% <1HR</u>
<u>QG 4.9</u>	<u>AVERAGE RESPONSE TIME FOR SEWERAGE INCIDENTS (INCLUDING MAIN BREAKS AND CHOKES PER 1000 PROPERTIES)</u>	<u>95% <1HR</u>
<u>QG 4.10</u>	<u>WATER QUALITY COMPLAINTS (PER 1000 PROPERTIES)</u>	<u>10</u>
<u>QG 4.11</u>	<u>TOTAL WATER AND SEWERAGE COMPLAINTS (PER 1000 PROPERTIES)</u>	<u>20</u>

14.2 CUSTOMER SERVICE KEY PERFORMANCE INDICATORS (DEFINITIONS)

QG 4.5	Total Water Main Breaks (per 100km of water main)	The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for potable and non-potable services for the reporting period, irrespective of whether the break, burst or leak resulted in an interruption.
QG 4.6	Total sewerage main break and chokes (per 100km of sewer main)	The total number of sewerage mains breaks and chokes, irrespective of whether the break or choke resulted in the interruption to the sewerage service, for the financial year.
QG 4.7	Incidence of unplanned interruptions – water (per 1000 properties)	This is the number of unplanned interruptions (when the customer has total loss of water supply and has NOT received at least 24 hours notification or as otherwise prescribed by regulatory requirements) per 1000 properties.
QG 4.8	Average response time for water incidents (bursts and leaks)	Percentage of water incidents responded to within the average response time targets indicated in these customer service standards.
QG 4.9	Average response time for sewerage incidents (including mains breaks and chokes)	Percentage of sewerage incidents responded to within the average response time targets indicated in these customer service standards.
QG 4.10	Water quality complaints (per 1000 properties)	The total number of complaints received by the Council that relate to water quality from any type of water provided
QG 4.11	Total water and sewerage complaints (per 1000 properties)	The total number of complaints received by the Council water business that relate to water and sewerage services. These are not general notifications of water leaks etc, but are complaints that express dissatisfaction about an action, proposed action or failure to act by the Council water business, its employees or contractors.

15.Contact Cook Shire Council

Cook Shire Council's main Customer Service Centre is located at 10 Furneaux Street, Cooktown and is open from 8:45 am to 4:45 pm Monday to Friday daily except for Public Holidays or any other advertised closures.

- Address: PO Box 3, Cooktown, QLD 4895
- Phone: (07) 07 4082 0500 (Business Hours)
- Email: mail@cook.qld.gov.au
- Website: www.cook.qld.gov.au